

## **FIRE COMMUNICATIONS SUPERVISOR**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses the first level of supervisory positions in the Communications Division of fire department operations, the primary duty of which is the supervision of dispatching activities of subordinate employees on an assigned shift. Employees of this class review the work of subordinates to ensure that dispatching operations are performed in accordance with established departmental procedures. Fire Communications Supervisors assign work schedules, ensuring proper staffing levels of the assigned shift. Employees of this class perform dispatching duties during the assigned shift, receiving only general instructions from the Assistant Director of Communications, and performing independently in most areas. This class ranks directly below that of Assistant Director of Communications.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises subordinate personnel in the operation of the Communications Division, including computer aided dispatching (CAD), on an assigned shift. Recommends management policies, goals, and objectives for consideration by a superior officer. Participates in the research and planning for programs and activities of the division. Conducts inspections of the assigned division, evaluates the effectiveness of the division following inspection, and takes appropriate action to correct or improve problem areas. Handles complaints from the public concerning problems in the communications division.

Holds meetings with subordinate employees for the purpose of receiving reports and disseminating information. Assists in assigning work and duty areas, work schedules, and approving leave. Participates in evaluating the work performance of subordinates and writing employee evaluations reports. Makes a daily personnel report to designated department official. Prepares for shift change through briefing of incoming and outgoing shift personnel. Resolves employee complaints and grievances, counsels employees who are experiencing work problems, and assists superior officer in maintaining discipline among subordinates.

Ensures that subordinates receive necessary formal training.

Personally provides "on-the-job" instruction and assistance when needed by answering questions and providing technical support. Performs and supervises employees performing communications duties including taking information from caller about emergency, entering information into computer, dispatching the appropriate unit, keeping track of each firefighting unit at all times, and contacting all designated groups or individuals of all working fires. Ensures that messages are relayed to and from emergency units, fire department personnel, and the fire scene. Oversees the receipt of alarms from private alarm systems, non-fire emergency calls, and non-emergency calls and ensures that all departmental procedures for handling such matters are followed.

Provides for and ensures that accurate division records are maintained. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation.

Supervises the general care, maintenance, and use of departmental communications equipment. Tests equipment such as fire telephones, radios, public address systems, recording systems, and individual paging devices. Provides for the repair of malfunctioning equipment according to department procedures and inspects equipment after repairs to see that repairs were properly accomplished. Assists in ordering and disbursing all supplies and equipment needed by the division.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a medical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess at least two (2) years of full-time work experience as a dispatcher within a communications division of a fire department.

BC	08-05-02
REV	11-04-04
	08-22-07
	06-02-09
	05-21-14